

Question 12: From your experience, who are underserved populations of individuals who are blind or have low vision (e.g., who do you know that could benefit from our services)?

There were 34 comments with one who stated *I think our agency tries to reach out to most every population*. The remaining 33 covered 4 topics.

Those who do not know about services (1)

Those with legal issues (1)

Other (5) groups because *not enough doctors refer* and

Eligible older adults who resist any public programs feeling they are "welfare".

Folks who do make it through the maze for disability do not want to risk all that hard work and effort to try a job which probably won't cover their insurance.

Specific groups mentioned (27) that includes Asians (3), children in transition (4), elderly (5), Hispanic (6), native Americans (2), deafblind, newly blinded, low income, African Americans, parents of children in counties without VI services, people with multiple disabilities, and those with low income or education.

Question 13: Are there services that you feel are needed for unserved and underserved populations?

32 (72.7%) responded yes and 12 (27.3%) no. There were 31 comments with 3 that expressed unserved and underserved population needs are for *the same services that we already provide*. The remaining 28 covered 9 areas.

Bilingual staff (1)

Cultural (1)

Medical (1)

Other (3) included a need to serve those with multiple handicaps *and Health Care so that folks, who have finally qualified for Disability, may be willing to try work since they wouldn't be risking their health insurance*.

Some way for undocumented employees to prove income limits so their legal offspring can receive services.

PR and outreach (6)